Complete the Onboarding Process and Install the Armor Anywhere Agent - Windows 2012 and 2016

Armor Knowledge Base

For invited users:

Before your account was created, your account administrator decided the proper roles and permissions for your account.

Consult with your account administrator to understand what permissions you have and how you should configure your account.

You can use this document to complete the account signup process and review high-level action items to complete.

This topic only applies to users who run:

- Windows 2012 Datacenter
- Windows 2012 R2 Standard
- Windows 2012 Standard
- Windows 2016 Full Desktop

For Windows 2012 users, when you install the Armor Agent, the corresponding Trend Micro agent may cause your system to reboot. Trend Micro is currently researching this issue.

Before you begin, Armor recommends that you pre-installation information, including firewall rules.

To learn more, see ANYWHERE Pre-Installation.

Before you install the Armor Anywhere agent, you must remove any previously installed anti-virus software, such as Trend Micro, McAfee, etc. Afterwards, you must reboot your system.

Step 1: Open the Account Signup email

1. In the email from Armor, click the link.
    - You will be redirected to enter your account security information, including payment information.
        - If you already coordinated your payment process with Armor, then you will not see the payment screen.

Step 2: Complete your security information

In this step, you will add your phone number to your account. This phone number will be used for multi-factor authentication. To complete the account signup process and to log into AMP, you must be near this phone number.

1. Note your Armor username.
    - The **Username** will be pre-populated with the email address of the **Primary Contact** for the account.
2. In **Password** and **Confirm Password,** create and enter an account password.
    - Your password must be at least 12 characters in length.
    - Your password must contain an upper-case character, a lower-case character, a number, and a special character.
    - Your password cannot contain personal information, such as your name, email address, birthday, etc. For example, if your name is John Smith, then you cannot use joh or smi in your password.
    - You can only change your password once every 24 hours.
    - Passwords expire after 60 days.
    - After 6 failed login attempts, you will be locked out of your account for an hour. To resolve this, you must contact your account administrator or contact Armor Support.
    - After 15 minutes of no activity, you will be logged out of the Armor Management Portal (AMP).
3. Complete the **Challenge Phrase** and **Challenge Response**.
    - If you call Armor for technical support, you will be asked the **Challenge Phrase**, and you must correctly answer the **Challenge Response**.
    - Do not use inappropriate language or suggestive material.
    - The answer must be at least five characters long.
4. In **Phone Number,** select your country code / flag, and then enter your phone number.

- This phone number will be used for multi-factor authentication (MFA). Every time you log into the Armor Management Portal (AMP), you will receive a phone call in order to complete the login process.
- You can enter a phone number with spaces and special characters, such as (555) 555-555.
- (Optional) If your phone number contains an extension, enter the number in **Extension**. You cannot include spaces or special characters in this field.

5. Click **Validate** to validate the phone number entered.
    - You will receive a phone call; answer the phone, and then follow the instructions.
    - (Optional) After you complete the signup process, you can configure your account to use the Microsoft Authenticator application for MFA. To learn how to use this application, see Configure multi-factor authentication for your account.
6. Click **Continue**.

If you already coordinated with Armor to pay with a check, then you will be redirected to Armor Management Portal (AMP) login screen..

Step 3: Complete your payment information

1. In **Currency**, select your currency.
2. (Optional) If your business is tax exempt, select **I'm tax exempt**.
    - In **Tax Exempt ID**, enter a valid tax exempt ID.
3. For **Payment Method**, mark the desired payment (credit card or bank account):

Option 1: Credit card

Cardholder Name, **Address**, **City**, **State**, and **Postal Code** will be pre-populated with the name and contact information for the**Primary Contact** on the account.

1. In **Card Number,** enter the credit card number.
2. In **Expiration Date**, select the appropriate month and year.
3. In **CVV**, enter the verification number for the credit card
4. In **Country**, select the corresponding country.
5. Click **Submit**.

You will be redirected to Armor Management Portal (AMP) login screen.

Option 2: ACH Bank Debit

1. In **ABA / Routing Number**, enter the corresponding banking number.
2. In **Bank Account Number**, enter the account number.
3. Select the appropriate **Account Type.**
4. In **Bank Name**, enter the name of the banking institution.
5. In **Account Holder Name**, enter the name of the account holder.
6. Click **Submit**.

You will be redirected to Armor Management Portal (AMP) login screen.

Step 4: Locate the Armor Anywhere agent

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Infrastructure**.
2. Click **Virtual Machines**.
3. Click **Deploy New Armor Agent** or click the plus (+) icon.
4. Copy your license key. You will need this information in a later step.
5. Select your operating system (**Windows** or **Linux**).

For **Amazon Web Services** users who:

- Use **Elastic Beanstalk** to run their instance's applications, and
- Run **Windows 2012 R2**,

Review the following example to understand how to install the Anywhere agent. Afterwards, you can skip to the **Test your connection** step.

```
files:
  "c:\\Windows\\Temp\\armor-setup.exe":
    source: https://get.core.armor.com/latest/armor-setup.exe
commands:
  armoragentinstall:
    test: if not exist 'c:\\.armor\\opt\\armor.exe' exit 0
    command: c:\\Windows\\Temp\\armor-setup.exe /verysilent /license=AAAA1-A11AA-AA1AA-AAAAA-1AAAA
    ignoreErrors: false
    waitAfterCompletion: 5
```

You must replace **AAAA1-A11AA-AA1AA-AAAAA-1AAA** with your specific license key.

Step 5: Download and install the Armor Anywhere agent

There are three types of scripts that you can use to install the agent.

Script type	Description
Pre-Installation	You can use these scripts to verify that your environment is compatible with Armor Anywhere. These scripts will not install the agent. `[Net.ServicePointManager]::SecurityProtocol = [Net.SecurityProtocolType]::Tls12; Invoke-WebRequest https://get.core.armor.com/latest/armor_agent.ps1 -outfile armor_agent.ps1 ; .\armor_agent.ps1`
Pre-Installation and installation	You can use these scripts to: • Verify that your environment is compatible with Armor Anywhere • Install the agent `[Net.ServicePointManager]::SecurityProtocol = [Net.SecurityProtocolType]::Tls12; Invoke-WebRequest https://get.core.armor.com/latest/armor_agent.ps1 -outfile armor_agent.ps1 ; .\armor_agent.ps1 -license AAAA1-A11AA-AA1AA-AAAAA-1AAA`
Installation	You can use these scripts to install the agent. These scripts will not verify your environment for compatibility. `[Net.ServicePointManager]::SecurityProtocol = [Net.SecurityProtocolType]::Tls12; Invoke-WebRequest https://get.core.armor.com/latest/armor_agent.ps1 -outfile armor_agent.ps1 ; .\armor_agent.ps1 -license AAAA1-A11AA-AA1AA-AAAAA-1AAA -silent`

In the above scripts, replace **AAAA1-A11AA-AA1AA-AAAAA-1AAA** with your specific license key.

Step 6: Test your connection

After you install the agent, Armor recommends that you test the connection for each configured firewall rule.

To verify connectivity to an Armor service endpoint, use the telnet command.

The following example tests connectivity to api.armor.com over 443/tcp:

```
telnet 146.88.106.210 443
```

For Windows systems without the telnet feature installed, you can also use PowerShell:

```
new-object System.Net.Sockets.TcpClient('146.88.106.210', 443)
```

You can configure a custom location and provider to be displayed via API. This information is currently not available in AMP.

To add this option, edit the Armor Anywhere - Security agent configuration file on each host.

- In Windows, the configuration file is located at **C:\.armor\etc\armor.cfg**
- In Linux, the configuration is located at **/etc/armor/armor.cfg**

The options in the configuration file are PROVIDER and LOCATION.

Step 7: Review the status of the Armor Anywhere agent

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Infrastructure**.
2. Click **Virtual Machines**.
3. Review the corresponding **Status** column. The **Status** column contains a green or red status to indicate if the server's agent has registered a heartbeat to Armor.
    - A green status indicates the server's agent has registered a heartbeat in the past hour.
    - A red status indicates the server's agent has not registered a heartbeat in the past hour.
        - After four hours without a registered heartbeat, the API will close all service endpoints (firewall ports).

Step 8: Configure your notification preferences

Armor recommends that you configure your account to receive notifications for **Account**, **Billing**, and **Technical** events.

These notification preferences do not relate to support tickets.

To update your notification preferences for support tickets, see Support Tickets.

Account	You will receive a notification when: • A password expires in 14 days. • A password expires in 7 days. • A password expires in 24 hours. • A password has expired.

Billing	You will receive a notification when: • An invoice has posted. • An invoice is past due (2, 10, 15, 25, and 30 days). • A payment method will soon expire (1, 15, and 30 days). ⚠ You can configure a user to become the primary billing contact for an account. This user will receive billing notifications. Additionally, this user will be listed in the **Bill to** field in an invoice. 1. In the Armor Management Portal (AMP), in the left-side navigation, click **Account**. 2. Click **Users**. 3. Locate and hover over the desired user. 4. Click the vertical ellipses. 5. Select **Set as Primary Billing Contact**. 6. Click **OK**.
Technical	You will receive a notification when: • A virtual machine will be deleted or downgraded. • CPU, disk, and memory utilization is at more than 90% for 5 minutes. • Ping, SSH (Linux), or RDP (Windows) fails for 5 minutes.

⚠ You can only change the notification preferences for your own account. You cannot change the notification preferences for other user accounts.

1. In the Armor Management Portal (AMP), in the top, right corner, click the vertical ellipses.
2. Click **Settings**.
3. Click **Notification Preferences**.
4. Use the slider to make your desired changes.
    - Select **Alert** to receive notifications in the top bar in the Armor Management Portal (AMP).
    - Select **Email** to receive notifications through email.
    - You can select both notification options.
5. Click **Update Notification Preference** to save your changes.

Step 9: Create a role and add permissions

⚠ For Account Administrators only.

In the Armor Management Portal (AMP), **roles** are similar to job titles that you can create and assign to your users. You can populate these roles with certain permissions. For example, you can create an **Audit** role, and then you can add specific permissions that will give the assigned user permission to access audit-related features.

By default, a new administrator account contains an **Admin** role with all the available permissions selected.

When you create a new user account, you must assign that user a role. You can assign a default role or create a new role.

⚠ There are three default permissions in AMP:

- **Admin** contains every permission in AMP.
- **Technical** contains mostly write-only permissions.
- **Billing** contains mostly read-only permissions.

If you want to use a default role, then you can skip to **Step 8: Create a user and assign a role**.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Account**.
2. Click **Roles + Permissions**.
3. Click the plus (+) icon.
4. In the top, right corner of the screen, hover over the gear icon.
5. Click the blue pencil (**Rename**) icon.
6. In the window that appears, enter a descriptive name, and then click **Rename Role**.
7. In the top menu, click **Members**.
8. In the field, enter and select the user (or users) to assign to the role.
9. In the top menu, click **Permissions**.
10. Mark the permissions to add to your role.
11. At the bottom of the screen, click **Save Role**.

Step 10: (For Account Administrators) Create a user and assign a role

> ⚠ For Account Administrators only.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Account**.
2. Click **Users**.
3. Click the plus (+) icon.
4. Complete the **First Name**, **Last Name**, and **Email Address** fields.
    - The email address you enter will be the username.
5. Select a role for this user.
    - You must assign a role to the user.
    - You can assign multiple roles to the user.
    - You can assign a default role (Admin, Technical, Billing).
        - **Admin** contains every permission in AMP.
        - **Technical** contains mostly write-only permissions.
        - **Billing** contains mostly read-only permissions
    - To learn about Roles and Permissions, see Roles and Permissions.
6. Click **Create User**. An email will be sent to the user. After 96 hours, the sign-up link in the email will expire.
    - If the link expires, you can resend the user invitation. In the **Users** screen, hover over the desired user, click the vertical ellipses, and then select **Resend Invitation**.
    - If you want to remove this newly created / invited user from your account, see Remove a newly created / invited user from your account.

> ⚠ Repeat **Step 10: Create a user and assign a role** for every user you want to invite.

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